**New Features Coming to iConnect and the All IN for Health Volunteer Registry!**

Please join us for the **RCEP iConnect Training Webinar on July 29 at 9:00am.**

Our All IN for Health iConnect system, which is a clinical study listing and research volunteer registry platform, is getting an upgrade. This tool is designed to assist researchers in marketing and identifying research volunteers.

We are holding a session on **Thursday, July 29th at 9:00am-10:30am** through RCEP to go over these new features: [**https://redcap.link/iConnectRegistration**](https://redcap.link/iConnectRegistration)

*If you are unable to join us for this session, you can select an alternate date during your registration.*

The new iConnect features will roll-out beginning Monday, July 12, 2021.

New features include:

* **Ability for Study Teams to Reach Out to Registry Volunteers Directly**
* To facilitate higher volumes of connections to registrants, study teams will now be able to perform email outreach directly to anonymized registry volunteers who match to their study
* How does this work?
  + Study teams will be able to create a cohort of the volunteers through the system using filters and send a message out to a smaller subset of them (see information on Query and Match Experience Below)
  + The study team can edit/ preview the default email campaign message prior to sending
  + Volunteers are prompted in the message to respond by clicking either the “I’m Interested” or “I’m not interested” link
    - Volunteers responding “I’m Interested” are directed to submit a referral via the contact form. Once the referral is submitted, the volunteer’s profile becomes visible to the study team
    - Volunteers responding “I’m Not Interested” are directed to a brief survey to gain insights about their choice. Included in this prompt are the following responses:
      * “My medical condition has changed”
      * “This study is not relevant to me”
      * “Other” followed by a comment field
* **Enhancement of the Volunteer Query and Matching Tool**
* Volunteer registry matching has been enhanced with more comprehensive filtering
* Study teams can view study specific match results from the dashboard and proceed to apply additional filters or initiate the outreach to the matched profiles
* The module has been configured to provide research teams with equitable access to volunteer registry participants for recruitment purposes
  + A threshold of 100 or fewer matched profiles must be achieved prior to the initiation of outreach
  + Study teams can meet this threshold by applying filters for geographic radius and other demographic and/or health data
  + When a research team sends an outreach message to volunteers found in their matched results those profiles will be locked and unavailable for a period of 3 days
* **Tracking of Volunteer Outreach through Campaigns**
* Each outreach message sent to volunteers generates a trackable recruitment campaign to provide real time insight into the success of the outreach. This campaign is titled “Volunteer Outreach”
* Study Teams can track these outreach campaigns in the outreach campaign tab of each individual study such as social media, in clinic recruitment, etc to see how much “bang for the buck” is received for each recruitment methodology
* **Addition of New Questions to Volunteer Form**
  + Several new questions related to COVID-19 have been added to the volunteer registration form. The responses for these questions are also stored in the volunteers CSV downloaded from Admin
* **Improvement of the Password Complexity for Account Login**
  + The password complexity requirements for account login have been enhanced providing greater security for all user types, including investigator, administrator, and volunteer registrants. When the user sets the password for the account, the Password must meet the following complexity requirements that have been set for an account
    - Uppercase Letter (A-Z) or Lowercase Letter (a-z)
    - Numbers (0-9)
    - Specialty/Non-alphabet characters (e.g., !, $, #, @)
* **Enabling of reCaptcha on the Referral Form for All Users**
  + The reCaptcha security feature is now enabled on the “Contact Research Team” forms for all users, including volunteers. This aids the improved application security by eliminating bot attacks
* **Amended Legal Auth Representative Language**
  + When a person creates an account for "someone else, as their caregiver", the language is updated to "I confirm that the person I am registering does not have the cognitive ability to provide his/her own consent. Since I am legally authorized to make his/her healthcare decisions, I am creating a registry account on his/her behalf."
* **Improved Message for Research Volunteers** 
  + The message displayed at the top while logging in the volunteer dashboard was not optimized for volunteers. The language is updated to “Welcome to the ALL IN 4 Health Volunteer Registry. Your dashboard simplifies your iConnect experience, automates your search for research studies and accelerates connections”
* **Updated Security Measures**
  + TrialX (iConnect vendor) maintains cyber security policies and procedures which ensure the industry’s best practices are followed and adhered to
  + Periodic updates to policies result in changes to the iConnect software, as well as the database and application servers hosting iConnect and the system generated data
  + iConnect cloud infrastructure now specifies and operates within a more secure virtual private cloud (VPC) network
* **Ability to Upload Investigator Profile Pictures**
  + To enhance the iConnect user interface, the ability to display Investigator profile pictures have been added
    - This patient friendly feature improves the patient experience and is visible in the study results and individual study pages
    - Investigators can upload profile pictures from the Dashboard. An alert icon is placed on top of the default profile picture, when no profile image is selected, to grab an investigator’s attention to set their profile image
    - Users can click the default profile picture and go to settings and update the image
    - The investigator's image is reflected on the trial results and trial detail page
* **Enhancements to My Referrals Tracking**
  + A new column has been added to the “My Referrals” table, i.e., Notes. The Notes column will reflect the count of notes added by the study teams, which when clicked takes the user to the Referral Detail page
    - On participants' Referral View page, the Notes section now updates the name of the user who updates it, along with the date and time of the update
    - The patient status is updated from the “Current Status” field followed by clicking the **Save** button